

Calvin Howell

From: Jerry Scroggin [jerry@bayou.com]
Sent: Friday, December 10, 2004 11:41 AM
To: Michael Powell
Subject: comment from small town isp

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Federal Communications Commission
 Office of the Secretary

Mr. Powell,

Just on a shot someone reads your email and informs you. I want to personally send to you my comments that I filed with the FCC regarding Bell South forbearance.

I'm just a small business effected in a big way by your / fcc's decisions, but my customers count on me. I may only have 15,000 active accounts total but please realize the damage that Bell South can do to our area, North Louisiana.

This is a reply to BellSouth's petition for forbearance (Docket 04-405).

My company provides Internet services to businesses and individuals residing in the north portion of Louisiana. We have 29 employees serving approximately 15,000 active accounts. We are a true local company in the fact that we are local people with local payroll. Local people mean hands on help. Our customers rely on us to help them with their computer (even sometimes when they just hit a wrong keystroke.)

We have held free Internet training sessions in wings of malls and community centers. We have taught businesses how to be more productive with their network. We even do "emails to Santa" with customized replies as a community service to kids. We supply free service to the local United Way, the Teen Shelter house, the Monroe Police Department Detectives for off net investigations, Ronald McDonald House, Red Cross/Mash Bash, Jaycees, Our House, DARE, Med Camps, Kiwanis, and numerous churches and schools.

When a local physician cannot be present to speak at a medical conference in India, our technician is right there with the physician at 1 AM, to ensure that he is "live" via video conferencing speaking at the conference.

Our tax dollars built out the network which they pocket the profits on. Those profits allow the network to advance. It should not be locked into exclusivity. Community choices would falter. Prices will go up. There will be no choice.

Bell South currently owes my company \$54,000.00 that I was billed for Lightgate II service from March, 2003 to November 25, 2003. Processing the cancellation orders were held up for eight months by Bell South. It has been proven to Bell South and now they are lagging on paying the money back.

April, 2004 Family Medical Center began having trouble with their DSL connection. It was diagnosed to be a line issue. We notified customer that Bell South was being dispatched to the location. Bell South told the customer that if they were using Bell South for their DSL service they could get to the more quickly and that since they were not using them it was unclear when a tech would be available.

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April, 2004 New Vision Learning Academy's DSL service went down. It was discovered that Bell South was out earlier installing a new T1 loop. The problem was reported to Bell South's DSG. DSG closed the ticket without dispatching or fixing. We had to do a rush install during class time at the school to get their network back up.

April, 2004 Bell South removed DSL from customer Ken Trahan's line. Bell reported that they had a system's malfunction, which only affected this one person. They left the customer down for 4 days upsetting the customer with my company.

April, 2004 Magnolia Pipeline. Bell South outage of their ISDN line for 2 weeks. Numerous reports to Bell South. They would not repair. At one point Bell South told the customer, David Wood, "Bayou Internet is lying to you and giving you the runaround. There is nothing wrong with the line." Problem turned out to be that Bell provisioned the ISDN line incorrectly.

These are just a few of the instances that occur here effecting customers of North Louisiana.

Bell South doesn't need forbearance. Bell South needs more regulation.

Thank You,

Jerry Scroggin - Bayou Internet
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